



**DEPARTMENT OF THE ARMY**  
**HEADQUARTERS, 69TH AIR DEFENSE ARTILLERY BRIGADE**  
**CMR 408**  
**APO AE 09182**

AETV-GW-CO

28 July 2003

**MEMORANDUM FOR SEE DISTRIBUTION**

**SUBJECT: 69<sup>th</sup> ADA Brigade Command Policy Letter 1, Open Door Policy**

1. From time to time, in any organization, soldiers have personal problems or notice conditions that they believe require my personal attention. Any individual in this command may personally discuss his or her concerns with me. My goal is to provide workable solutions that are in the best interests of the individual, this organization, and the United States Army.
2. It has been my experience that the majority of problems are ultimately solved by the soldier's immediate chain of command. Therefore, I urge each soldier to give the chain of command a chance to solve his or her problem at the lowest level.
3. An effective resource available to the individual soldier is the wealth of experience and knowledge of the 69th Air Defense Artillery Brigade Command Sergeant Major (CSM). Too often, the CSM is not used. He is my principal advisor on matters pertaining to enlisted soldiers in the command. Call on the CSM when looking for help. In addition to my stated open door policy, I encourage you to contact me during my informal visits to your motor pools, during training, or visits to the Battalion. If a soldier decides that he or she requires the assistance of the CSM or myself, that soldier can call the Brigade CSM for appropriate arrangements. The CSM will make an appointment as soon as practical.
4. Those soldiers who wish to see me in reference to an Article 15, a Court-martial, or a separation action in my jurisdiction should make the request through their Trial Defense Service Attorney to the Staff Judge Advocate.
5. A copy of this letter will be posted on all unit bulletin boards.
6. ***"TEAM OF WINNERS!"***

**R. KIRK LAWRENCE**  
**COL, AD**  
**Commanding**

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